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6 January 1959

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MEMORANDUM FOR: Chief, Document Division.

SUBJECT : Delay in Document and Source Card Processing

I. Background and Discussion

A cursory check of documents and source cards received by Processing Branch from Printing Services Division revealed a decided increase in the time required for reproduction. A careful review was therefore instituted to determine the average elapsed time for these items to move from the originating office to Processing Branch.

- A. receipts showing transmittal dates and Processing Branch receipt dates were reviewed for the period 1 through 31 December 1958 with these results:

<u>No. of Doc.</u>	<u>Min. Proc. Time</u>	<u>Max. Proc. Time</u>	<u>Average Proc. Time</u>
1441	10 days	35 days	17.6 days

B. CS Reports

Document receipts were also used to determine processing time for CS reports. Since an originating date was not available Processing Branch entered the distribution date on the document receipt. A tabulation covering the period 22 through 31 December revealed:

<u>No. of Doc.</u>	<u>Min. Proc. Time</u>	<u>Max. Proc. Time</u>	<u>Average Proc. Time</u>
481	1 day	28 days	15 days

C. Source Cards

Processing time for source cards was determined by comparing the difference between the typing date and date of receipt of the reproduced cards. A tabulation covering the period 23 through 31 December revealed:

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<u>Source Cards</u>	<u>Min. Proc. Time</u>	<u>Max Proc. Time</u>	<u>Average Proc. Time</u>
Nodex 187	16 days	68 days	44.6 days
Batch Doc. 2685	14 days	31 days	19.04 days

II. Conclusion:

Prompt execution of Document Division processing schedules for distribution and indexing are offset by the delay in reproduction and distribution to OCR.

III. Recommendations:

The total document processing operation, from initial preparation of the report to the distribution of the finished document, can only be as effective as the timeliness of the job being done. We suggest that work schedules, and a reporting system to facilitate administrative control of the program be developed for the entire operation.

It is recognized that processing takes place in separate and distinct organizational units thereby complicating effective administration of the total program. However, we feel that quick and effective service to the consumer demands improvement in the present situation, and that adjustments in staffing patterns and work procedures should be made as necessary to prevent disruptions in any one group from being transmitted to other organizational units.

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Chief, Processing Branch

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